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Author/Editor:			
Journal/Book Title:			
Article Title: Hewlett-Packard Firehunter Concepts Guide			
Volume Number:		Report Number:	Pages:
Issue Number:		Series Number:	Year of Publication:
Publisher:			
Remarks: This reference is printed in 04/1999 and having part no. 5969-2201 OPENVIEW FIREHUNTER			

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been provided, a detailed discussion of the manner in which the SLA management tool of the present invention processes this data to assess SLA compliance will be provided.

Detailed Description Text - DETX (5):

Since the SLA management tool of the present invention preferably is utilized in conjunction with the Firehunter monitoring and measurement tool, the SLA management tool of the present invention will be described with respect to its use as an integral component of the Firehunter monitoring and measurement tool. Three Firehunter products are currently available on the market, namely, the Firehunter/L product, the Firehunter product and the Firehunter/PRO product. Each of these products is a monitoring and measurement tool that is capable of capturing, aggregating and correlating service performance metrics. The manner in which these tools can be employed to perform these tasks is described in the Hewlett-Packard Firehunter Concepts Guide printed in April 1999 and having part no. 5969-2201, which is incorporated by reference herein in its entirety.

Detailed Description Text - DETX (6):

The Hewlett-Packard Firehunter Concepts Guide also discloses implementation of the SLA management tool in conjunction with the Firehunter and Firehunter/PRO monitoring and measurement tools. Therefore, a detailed discussion of the manner in which the Firehunter monitoring and measurement tools can be utilized to capture, aggregate and correlate service performance metrics will not be provided herein. Those skilled in the art will understand the manner in which a monitoring and measurement tool such as the Firehunter,